

## AMENDMENTS TO THE CLAIMS

1. (canceled)
2. (canceled)
3. (canceled)
4. (canceled)
5. (canceled)
6. (canceled)
7. (canceled)
8. (canceled)
9. (currently amended) A system for enhanced business analysis and management capable of predictive organizational performance comprising:

analysis and management software for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

memory, for storing the analysis and management software; and

a processor, for processing the analysis and management software;

~~A combination as set forth in claim 1,~~ wherein said tool characteristic includes a metric, ~~for "CLARITY" which is determined by the criteria analysis~~ said metric comprises a "CLARITY", said "CLARITY" equals:

$$\text{Clarity} = \frac{\text{Links}(\text{confirmed})}{\text{Link}(\text{confirmed}) + \text{Links}(\text{unconfirmed})}$$

wherein the range of clarity is  $0 \leq 1$ , where 0 represents a total lack of clarity and 1 represents perfect agreement (within the preset agreement criteria).

10. (currently amended) A system for enhanced business analysis and management capable of predictive organizational performance comprising:

analysis and management software for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

memory, for storing the analysis and management software; and

a processor, for processing the analysis and management software;

~~A combination as set forth in claim 1,~~ wherein said tool characteristic includes a metric, ~~for "INVOLVEMENT" which is determined by the criteria analysis~~ said metric comprises an "INVOLVEMENT", said "INVOLVEMENT" equals:

$$\text{Involvement} = \frac{L}{N(2^{N-1} - 1)}$$

where:  $L$  = confirmed links with Importance  $\geq 3$

$N$  = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size  $N$ )

wherein the range of involvement is  $0 \leq 1$ , where 0 = no important interactions with others and 1 = full involvement.

11. (currently amended) A system for enhanced business analysis and management capable of predictive organizational performance comprising:

analysis and management software for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

memory, for storing the analysis and management software; and

a processor, for processing the analysis and management software;

~~A combination as set forth in claim 1,~~ wherein said tool characteristic includes a metric, ~~for "LEVERAGE" which is determined by the criteria analysis~~ said metric comprises a "LEVERAGE", said "LEVERAGE" equals:

$$\text{Leverage} = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{5N(2^{N-1} - 1)}$$

where:  $L^\circ$  = number of confirmed links with Importance = a

N = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size N)

wherein the range of leverage is  $0 \leq 1$ , where 0 = no leverage and 1 = maximum leverage.

12. (currently amended) A system for enhanced business analysis and management capable of predictive organizational performance comprising:

analysis and management software for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

memory, for storing the analysis and management software; and

a processor, for processing the analysis and management software;

~~A combination as set forth in claim 1,~~ wherein said tool characteristic includes a metric, ~~for "PRIORITY" which is determined by the criteria analysis~~ said metric comprises a "PRIORITY", said "PRIORITY" equals:

$$\text{Priority} = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{10N(2^{N-1} - 1)}$$

where:  $L_a$  = number of half-links with Impact = a

N = total population ( $[2^{N-1} - 1]$  represents the maximum number of

links in a population of size N)

wherein the range of priority values is  $0 \leq 1$ .

13. (currently amended) A system for enhanced business analysis and management capable of predictive organizational performance comprising:

analysis and management software for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

memory, for storing the analysis and management software; and

a processor, for processing the analysis and management software;

~~A combination as set forth in claim 1, wherein said tool characteristic includes a metric, for “RELATIVE PRIORITY” which is determined by the criteria analysis said~~  
metric comprises a “RELATIVE PRIORITY”, said “RELATIVE PRIORITY” equals :

$$\text{Relative Priority} = \frac{P_a}{\sum_i P_i}$$

where: Pn = Priority value of issue n

i = issue number.

14. (currently amended) A system for enhanced business analysis and management capable of predictive organizational performance comprising:

analysis and management software for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their

interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

memory, for storing the analysis and management software; and

a processor, for processing the analysis and management software;

~~A combination as set forth in claim 1,~~ wherein said tool characteristic includes a the metric, ~~for "INTEGRATION" which is determined by the criteria analysis~~ said metric comprises an "INTEGRATION", said "INTEGRATION" equals:

$$\text{Integration} = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{5N_1 N_2}$$

where:  $L_a$  = number of confirmed links between unit 1 and unit 2 with  
Importance = a

$N_1, N_2$  = total number of links in unit 1 and unit 2

wherein the range of integration is  $0 \leq 1$ , where 0 = no connection between units and 1 = full integration.

15. (withdrawn)
16. (canceled)
17. (canceled)
18. (canceled)
19. (canceled)
20. (canceled)

21. (canceled)

22. (currently amended) A method of enhancing business analysis and management capable of predictive organizational performance in a system which comprises analysis and management software, for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization; wherein the method comprises:

storing the analysis and management software in the memory; and processing the analysis and management software in the processor, which includes:

obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization;

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among said various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships,

to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

~~A method as set forth in claim 2, wherein said tool characteristic includes a metric, for "CLARITY" which is determined by the criteria analysis~~ said metric comprises a "CLARITY", said "CLARITY" equals :

$$\text{Clarity} = \frac{\text{Links}(\text{confirmed})}{\text{Link}(\text{confirmed}) + \text{Links}(\text{unconfirmed})}$$

wherein the range of clarity is  $0 \leq 1$ , where 0 represents a total lack of clarity and 1 represents perfect agreement (within the preset agreement criteria).

23. (currently amended) A method of enhancing business analysis and management capable of predictive organizational performance in a system which comprises analysis and management software, for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships., to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization; wherein the method comprises:

storing the analysis and management software in the memory; and processing the analysis and management software in the processor, which includes:

obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization;

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among said various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships,



to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

~~A method as set forth in claim 2,~~ wherein said tool characteristic includes a metric, ~~for “INVOLVEMENT” which is determined by the criteria analysis~~ said metric comprises an “INVOLVEMENT”, said “INVOLVEMENT” equals:

$$Involvement = \frac{L}{N(2^{N-1} - 1)}$$

where: L = confirmed links with Importance  $\geq 3$

N = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size N)

wherein the range of involvement is  $0 \leq I$ , where 0 = no important interactions with others and 1 = full involvement.

24. (currently amended) A method of enhancing business analysis and management capable of predictive organizational performance in a system which comprises analysis and management software, for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships., to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization; wherein the method comprises:

storing the analysis and management software in the memory; and processing the analysis and management software in the processor, which includes:

obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization;

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among said various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships,

to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

A method as set forth in claim 2, wherein said tool characteristic includes a metric, for ~~“LEVERAGE” which is determined by the criteria analysis~~ said metric comprises a “LEVERAGE”, said “LEVERAGE” equals:

$$\text{Leverage} = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{5N(2^{N-1} - 1)}$$

where:  $L^a$  = number of confirmed links with Importance = a

N = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size N)

wherein the range of leverage is  $0 \leq 1$ , where 0 = no leverage and 1 = maximum leverage.

25. (currently amended) A method of enhancing business analysis and management capable of predictive organizational performance in a system which comprises analysis and management software, for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with

others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization; wherein the method comprises

storing the analysis and management software in the memory; and processing the analysis and management software in the processor, which includes:

obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization;

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among said various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

~~A method as set forth in claim 2, wherein said tool characteristic includes a metric, for "PRIORITY" which is determined by the criteria analysis said metric comprises a "PRIORITY", said "PRIORITY" equals:~~

$$\text{Priority} = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{10N(2^{N-1} - 1)}$$

where:  $L_n$  = number of half-links with Impact = a

N = total population ( $[2^{N-1} - 1]$  represents the maximum number of links in a population of size N)

wherein the range of priority values is  $0 \leq 1$ .

26. (currently amended) A method of enhancing business analysis and management capable of predictive organizational performance in a system which comprises analysis and management software, for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization; wherein the method comprises

storing the analysis and management software in the memory; and processing the analysis and management software in the processor, which includes:

obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization;

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among said various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships, to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

~~A method as set forth in claim 2,~~ wherein said tool characteristic includes a metric, ~~for “RELATIVE PRIORITY” which is determined by the criteria analysis~~ said metric comprises a “RELATIVE PRIORITY”, said “RELATIVE PRIORITY” equals :

$$\text{Relative Priority} = \frac{P_n}{\sum_{i=1}^{14} P_i}$$

where:  $P_n$  = Priority value of issue  $n$

$i$  = issue number.

27. (currently amended) A method of enhancing business analysis and management capable of predictive organizational performance in a system which comprises analysis and management software, for defining the status of complex system/organization components in terms of issues and relationships, for obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization; and for quantifying the agreement among various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships., to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization; wherein the method comprises:

storing the analysis and management software in the memory; and processing the analysis and management software in the processor, which includes:

obtaining input data from participants in an organization regarding their perception of the significance of their interaction with others on particular issues and/or relationships within the organization;

defining the status of complex system/organization components in terms of issues and relationships; and

quantifying the agreement among said various system/organizational components relative to selected systems/organizational tool characteristics reflecting the interactive perspective of individuals relative to each other on said issues and relationships,

to establish benchmarks for orienting and/or monitoring system/organization change and improvement for measuring, predicting and enhancing various aspects of the organization;

~~A method as set forth in claim 2, wherein said tool characteristic includes a metric, for~~  
~~“INTEGRATION” which is determined by the criteria analysis said metric comprises a~~  
“INTEGRATION”, said “INTEGRATION” equals:

$$\text{Integration} = \frac{L_1 + 2L_2 + 3L_3 + 4L_4 + 5L_5}{5 N_1 N_2}$$

Where:  $L_a$  = number of confirmed links between unit 1 and unit 2 with  
Importance = a

$N_1, N_2$  = total number of links in unit 1 and unit 2

wherein the range of integration is  $0 \leq 1$ , where 0 = no connection between units and 1 =  
full integration.